

ARE YOU O.K.? PROGRAM

INFORMATION SHEET FROM THE AMHERST S.A.L.T. COUNCIL

1. What is it?

It is a free computerized reassurance program that is designed to improve the safety and well-being of senior citizens living alone or a disabled individual regardless of age who is at-risk and living alone.

2. How does it work?

For those individuals who decide to participate, at no cost, a computer and Special software, installed in the Police Department, will be programmed to Telephone the subscriber daily, seven days a week at an agreed upon hour. When the phone rings, the individual is **required to lift the receiver if he/she is “up and about”**. While there is a brief recorded message, lifting the receiver indicates to the computer that all is well with you. The message you hear may be something like: “Good morning. This is the Amherst S.A.L.T. Council. We’re pleased to know that you are “up and about” and ready to enjoy your day. Remember, if you have an emergency and you need help, dial 911 for assistance. Please hang up the phone now.”

There will be three attempts to reach you, each attempt will be 10 minutes apart and each attempt will consist of seven rings. If you do not pick up the phone after the third attempt, an alarm will go off in the Police Department indicating that you are not responding to the phone call. The dispatcher at the Police Department will then order a Police Officer to pick up the key to your residence that is on file in the Police Station and proceed to your residence to check on your welfare.

3. What if the phone is busy when the computer is trying to call you?

The computer can tell if the line is busy and will recall you at 10-minute intervals.

4. Will this program cost me anything?

No. It is free.

5. Must the subscriber be present at the time he/she agreed to have the computer telephone the residence?

Yes. You have chosen the time you wish to be called, therefore, if you are O.K., you must answer the telephone at one of three computerized attempts to reach you. We do not want to send a Police Officer to your residence to check on you if it is not necessary.

6. What if I want to go away for a period of time or know that I will not be at home on a certain day when I have agreed to be telephoned?

It is important that you telephone the **Police Department Dispatch Center** (using the business number: 259~3000), at least 24 hours ahead of time, and tell the person answering when you will be away. This is very important so we can avoid sending a Police Officer to your residence thinking that you are in need of help.

7. Will all at-risk senior citizens and/or disabled individuals in Amherst be able to take advantage of this Are You O.K.? Program?

In order for the system to be effective and to avoid “false alarms”, the subscriber must be able to cooperate with the requirements of the program. He/she must be alert enough to answer the telephone when it rings at the designated time and notify the Police Department Dispatch Center (259~3000) when they will be away at the time they are scheduled to be called.

8. What if the subscriber has an answering machine?

He or she cannot have an operational answering machine with this program. If, for example, a subscriber falls and cannot answer the phone when it rings, the answering machine “answers” the phone and the computer “thinks” that is you and that you are O.K. when you are not O.K.

{Note: If the subscriber is unable to follow the instructions required to participate resulting in “false alarms”, the subscriber’s participation in the program will be reviewed by the Are You O.K.? subcommittee of the Amherst S.A.L.T. Council and, if necessary, the subscriber will be dropped from the program.

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